



Office of Science  
U.S. Department of Energy

Office of Science Integrated Support Center

# Service Plan

Approved:

Roxanne E. Purucker, Manager  
Chicago Office

Gerald G. Boyd, Manager  
Oak Ridge Office

Date

9/2/10

## **Table of Contents**

- **Executive Summary**
  
- **Section 1    Guiding Principles**
  
- **Section 2    Assumptions**
  
- **Section 3    Purpose and Scope**
  
- **Section 4    Services**
  - Service Provider Matrix
  - Contact Matrix
  
- **Section 5    Integrated Assessment Schedule**

## Executive Summary

---

This document reflects the collaborative approach of the Office of Science (SC) - Chicago (hereinafter referred to as "Chicago") and the Office of Science - Oak Ridge (hereinafter referred to as "Oak Ridge") to providing support for the SC enterprise through the operation of the SC Integrated Support Center (ISC). The ISC is a virtual organization established during the restructuring effort of the OneSC Project. The plan documents the decisions made to date relative to the mutual responsibility of the Oak Ridge and Chicago Offices to collaborate to provide integrated support for the SC.

The core content of the plan remains twofold. First is the matrix of functions with associated servicing office leads. The support identified in this matrix reflects the primary ISC Office providing support to the Site Offices at the functional level. The detailed activity breakout remains in the table to serve as a reminder for all SC staff the associated activities that lie within the given functional grouping. Second, is the integrated assessment schedule that identifies assessment commitments to better ensure the conduct of *required* assessments while providing the ISC the ability to identify needed support, as appropriate.

The plan will be revised when appropriate to reflect the continuing maturation of the ISC, changes in DOE requirements, and customer feedback. Shifts in resource availability and performance-related issues will also be reflected in revisions.

## Section 1 Guiding Principles

The ISC provides services through the integration of the capabilities of the Oak Ridge and Chicago Offices. These services are provided to support the total SC enterprise and are designed to ensure effective customer support and operating efficiency.

Managers of the Chicago and Oak Ridge Offices are accountable to the SC Deputy Director for Field Operations (DDFO) for the effectiveness and efficiency of enterprise support through existing evaluation protocols. These protocols are outlined in the Department's Senior Executive Service appraisal system. A vital component of the evaluation process will be feedback from the SC customer base. Inherent in accountability is the requirement for proper delegation of authority to these officials to manage their assigned responsibilities.

The Chicago and Oak Ridge Managers will jointly develop revisions to the ISC Service Plan and be individually responsible to the SC DDFO for implementing those aspects of the plan assigned to them. The plan is the integration vehicle which leverages the capabilities of the Chicago and Oak Ridge Offices to provide support to the SC enterprise. The source of support services (Oak Ridge or Chicago) was based initially upon the capacity to provide support; capacity being a function of both available resources and required functional expertise. In the long term, ISC service delivery will be a function of capacity, performance, and outcomes of reengineering processes as reflected in the SC Management System.

## Section 2 Assumptions

This plan is based on a number of assumptions. The ISC is a major responsibility for the Chicago and Oak Ridge Managers who, with their supporting organizations, constitute the team for the ISC. These Managers are held accountable for the quality of the support provided to SC through the ISC.

The plan presumes a standard set of expectations for Site Offices. The plan also assumes site staffing commensurate with these expectations; that is, site staffing will consist of the correct number of positions, and the proper skills of the incumbents. This is a critical assumption since the plan assumes site skill bases sufficient to allow for appropriate liaison and integration with the ISC service providers. The SC DDFO will monitor overall human capital needs and utilization.

An additional assumption is that the Chicago/Oak Ridge ISC team will serve as the source of specialized staff support to the SC DDFO as the single point of accountability for SC operations.

## Section 3 Purpose and Scope

This plan is developed to specify sources of administrative, business, and technical services to the SC enterprise. This customer base consists primarily of SC Site Offices.

## Section 4 Services

This plan contains two matrices. The first depicts, at the functional level, services provided by the Chicago and Oak Ridge Offices to the SC enterprise. The Service Provider Matrix indicates where an ISC customer will find the support required for each of the functions listed regardless of a line/staff relationship.

This matrix serves as the top-level entrance for the contact matrix. The contact matrix adds a third dimension to the equation, allowing a customer to identify the specific customer contacts for each major function.

The Chicago and Oak Ridge Offices are accountable to both their customers and ultimately to the SC DDFO for the consistency, quality, and timeliness of their support. Initial performance standards are based on existing standards of the individual offices. However, as the ISC concept matures and processes are reengineered, performance standards (quality, timeliness, etc.) will reflect the OneSC character of the ISC and be the same regardless of who provides service.

Establishing high-level priorities, approving performance standards, providing resources to enable attainment, and ensuring optimal provider and customer performance are major responsibilities of the SC DDFO.

Service requests related to the lead offices identified in the matrix should be directed to the applicable point of contact contained in the Contact Matrix. Requests for services not identified in the matrix (i.e., “new requests”) should be directed to the Chicago Office's Deputy Manager who will work with the Oak Ridge Deputy Manager to analyze mutual capacity for the support, and in concert with this plan, to outline the appropriate source of support. The Chicago and Oak Ridge Managers and the established lead will discuss this recommendation for the support. This decision will be documented by a change to the Service Provider Matrix when the support will be recurring (as opposed to transactional). The SC DDFO will be advised of changes that are made for recurring support between formal updates of the Plan.

In accordance with the SC emergency management guidance, the SC Site Offices have the lead responsibility in emergencies and the ISC is to support Site Offices. There are, in many of the planned site activities, clearly defined roles and relationships for emergency operations by DOE and contractors reflecting the site's unique needs, characteristics, and experience. Under special or unusual circumstances, the need for emergency service support activities may be difficult to anticipate specifically. For these reasons, Site Offices can and should directly contact the appropriate person in the Contact Matrix for needed support regardless of whether or not the activity has been identified in the Service Plan.

### Service Provider Matrix

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
<b>1.0 Human Capital Management</b>		C	C	C	C	C	O	C	O	O	O	
Functions requiring Delegated Personnel Authority												
Annual Notice of Competitive Areas/RIF Program												
Federal Employee Health Services Administration												
Acquiring and Positioning Human Resources												
Pay and Leave Administration												
Position Suitability Determinations												
Preparation of Furlough Notices												
Workforce Discipline												
Merit Promotion Program												
Career Transition Planning												
EAP Coordinator												
Annual Fair Act Inventory Coordination												
Drug Testing Program Manager												
Federal Employee Training Program Administration												
Employee Performance Management System												
Grievance Process Administration												
Employee Concerns Program Coordinator												
Diversity Program Administration												
<b>2.0 Contractor Human Resources</b>		C	C	C	C	C	O	C	O	O	O	
Davis Bacon												

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
Labor Relations												
Compensation												
Pension and Benefits Administration												
Workplace Substance Abuse												
Worker Transition Administration												
Contractor Employee Protection Program												
Diversity												
<b>3.0 Procurement and Contract Management</b>		C	C	C	C	C	O	C	O	O	O	
Contracting Officer												
Contracting Officer Representative												
Acquisition Career Development Program												
Warrant Program												
Contract/Procurement Specialists												
WFO/CRADAs/Tech Transfer												
Small Business Program Administration												
Procurement e-Commerce												
PADS Database Management												
Contract Negotiations												
Financial Assistance Management												
Performance Management/Assessment												
<b>4.0 Real and Personal Property Management</b>		C	C	C	C	C	O	C	O	O	O	
Certified Realty Official Services												
Personal Property Management												
Utilities												
Maintenance												
<b>5.0 Finance and Accounting</b>		C	C	C	C	C	O	C	O	O	O	
Functions of CFO-designated Field CFOs												
Accounting												
Payroll Liaison												
Receivables/Collections Management [including Wage Garnishment]												
Travel Charge Card Program Coordinator												
Travel Management												
<b>6.0 Budget and Resources Management</b>		C	C	C	C	C	O	C	O	O	O	
Functions requiring Allotment Authority												
Work Authorization Approvals												
Funds Control and Distribution												
Budget Development and Execution												
<b>7.0 Program and Technical Support</b>		C	C	C	C	C	O	C	C	O	O	
Environmental Stewardship												
Hazardous Materials Packaging and Transportation												
Institutional Planning												
Infrastructure												
Waste Management												

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
<b>8.0 Public Affairs, Information and Intergovernmental Relations</b>		C	C	C	C	C	O	C	C	O	O	
Stakeholder and Media support												
<b>9.0 Environment, Safety and Health</b>		C	C	C	O	C	O	C	C	O	O	
ES&H Reporting												
Accident Investigations												
Operational Readiness Reviews												
Safety and Health SMEs												
Accelerator Safety												
Authorization Basis Reviews												
Aviation Safety												
Biological Etiologic Agents												
Construction Safety												
Criticality Safety												
Health Physics												
Industrial Safety/Industrial Hygiene												
Occupational Medicine												
Nuclear Facility Safety/Facility Representatives												
Fire Safety												
Human Subjects Research												
FEOSH Program												
Transportation Safety												
Technical Standards Manager												
Environment												
NEPA	C											
Permits												
Environmental Management												
Quality Assurance												
Price Anderson Amendments Act												
<b>10.0 Project Management</b>		C	C	C	O	C	O	C	C	O	O	
Project Directors												
PM Development and Training												
Independent Project Reviews												
<b>11.0 Information Management</b>		C	C	C	C	C	O	C	O	O	O	
Freedom of Information Act Officer/Program Administration												
Privacy Act Officer/Program Administration												
Directives Point of Contact												
Records Management												
Printing & Publishing												
Technical Information Officer												
Forms Management												
Software Quality Assurance												
Computer Systems Management												

Functions and Activities	SC HQ	ASO	AMSO	BHSO	BSO	FSO	OSO	PSO	PNSO	SSO	TJSO	Notes C = CH O = OR (Blank) = no service requested
<b>12.0 Legal - General</b>		C	C	C	C	C	O	C	O	O	O	
Reviews of Confidential Disclosure Reports												
Federal Tort Claim Determination Authority												
Oversight of DOE/Contractor Outside Legal Services												
Ethics Officer												
Contingent Liability Reporting												
Allowability of Relocation Expenses												
Loss or Damage to Personal Property Claims												
Environmental Legal												
<b>13.0 Legal - Intellectual Property</b>		C	C	C	C	C	O	C	O	O	O	
<b>14.0 Safeguards and Security</b>		C	C	C	O	C	O	C	C	O	O	
Cyber Security												
Classification												
Personnel Security/Clearance Processing												
Nuclear Material Accountability												
Information Security												
Protective Force Program												
Emergency Management [Moved from ES&H]												
Physical Protection												
Periodic Safeguards and Security Inspection												

## Contact Matrix

Functional Grouping	Chicago	Oak Ridge
<b>1. Human Capital Management</b>	Regenia Griswold 630-252-2151 <a href="mailto:Regenia.Griswold@ch.doe.gov">Regenia.Griswold@ch.doe.gov</a>	Patricia Howse-Smith 865-576-0928 <a href="mailto:HowsesmithP@oro.doe.gov">HowsesmithP@oro.doe.gov</a>
<b>2. Contractor Human Resources</b>	Karen Papp 630-252-2319 <a href="mailto:Karen.Papp@ch.doe.gov">Karen.Papp@ch.doe.gov</a>	Patricia Howse-Smith 865-576-0928 <a href="mailto:HowsesmithP@oro.doe.gov">HowsesmithP@oro.doe.gov</a>
<b>3. Procurement and Contract Management</b>	Patti Schuneman 630-252-2956 <a href="mailto:Patricia.Schuneman@ch.doe.gov">Patricia.Schuneman@ch.doe.gov</a>	Barbara Jackson 865-576-0795 <a href="mailto:JacksonBJ@oro.doe.gov">JacksonBJ@oro.doe.gov</a>
<b>4. Real and Personal Property Management</b>	Justin Zamirowski (Real) 630-252-2248 <a href="mailto:Justin.Zamirowski@ch.doe.gov">Justin.Zamirowski@ch.doe.gov</a>  Patti Schuneman (Personal) 630-252-2956 <a href="mailto:Patti.Schuneman@ch.doe.gov">Patti.Schuneman@ch.doe.gov</a>	Barbara Jackson 865-576-0795 <a href="mailto:JacksonBJ@oro.doe.gov">JacksonBJ@oro.doe.gov</a>

Functional Grouping	Chicago	Oak Ridge
5. Finance and Accounting	Shawna Weekley 630-252-2170 <a href="mailto:Shawna.Weekley@ch.doe.gov">Shawna.Weekley@ch.doe.gov</a>	Tim Southard 865-241-2059 <a href="mailto:SouthardTJ@oro.doe.gov">SouthardTJ@oro.doe.gov</a>
6. Budget and Resources Management	Mary Sunderland 630-252-2410 <a href="mailto:Mary.Sunderland@ch.doe.gov">Mary.Sunderland@ch.doe.gov</a>	Jenifer Hackett 865-576-0721 <a href="mailto:HackettJ@oro.doe.gov">HackettJ@oro.doe.gov</a>
7. Program and Technical Support	Justin Zamirowski 630-252-2248 <a href="mailto:Justin.Zamirowski@ch.doe.gov">Justin.Zamirowski@ch.doe.gov</a>	Robert Brown 865-576-4444 <a href="mailto:BrownRJ@oro.doe.gov">BrownRJ@oro.doe.gov</a>
8. Public Affairs, Information and Intergovernmental Affairs	Brian Quirke 630-252-2423 <a href="mailto:Brian.Quirke@ch.doe.gov">Brian.Quirke@ch.doe.gov</a>	John Shewairy 865-576-0885 <a href="mailto:ShewairyJC@oro.doe.gov">ShewairyJC@oro.doe.gov</a>
9. Environment, Safety and Health	Justin Zamirowski 630-252-2248 <a href="mailto:Justin.Zamirowski@ch.doe.gov">Justin.Zamirowski@ch.doe.gov</a>	Larry Kelly 865-576-0891 <a href="mailto:KellyLC@oro.doe.gov">KellyLC@oro.doe.gov</a>
10. Project Management	Justin Zamirowski 630-252-2248 <a href="mailto:Justin.Zamirowski@ch.doe.gov">Justin.Zamirowski@ch.doe.gov</a>	Robert Brown, Acting 865-576-4444 <a href="mailto:BrownRJ@oro.doe.gov">BrownRJ@oro.doe.gov</a>
11. Information Management	David Frietsch 630-252-2178 <a href="mailto:David.Frietsch@ch.doe.gov">David.Frietsch@ch.doe.gov</a>	Richard Dotson 865-576-8031 <a href="mailto:DotsonRA@oro.doe.gov">DotsonRA@oro.doe.gov</a>
12. Legal	Alan Handwerker 630-252-2034 <a href="mailto:Alan.Handwerker@ch.doe.gov">Alan.Handwerker@ch.doe.gov</a>	Donald Thress 865-576-1200 <a href="mailto:ThressDF@oro.doe.gov">ThressDF@oro.doe.gov</a>
13. Safeguards and Security	Tom Gradle 630-252-2052 <a href="mailto:Thomas.Gradle@ch.doe.gov">Thomas.Gradle@ch.doe.gov</a>	Pauline Douglas 865-576-9171 <a href="mailto:DouglasPL@oro.doe.gov">DouglasPL@oro.doe.gov</a>

## Section 5 Integrated Assessment Schedule

The integrated assessment schedule identifies all known assessment commitments, internal and external. External assessments may include, but are not limited to, reviews and audits performed by the Office of the Inspector General and independent oversight reviews performed by the Office of Independent Oversight.

Identifying all known assessments, reviews, and inspections provides a perspective of where and when resources are required and highlights points at which SC-controlled assessments should be shifted to avoid duplicative and/or concurrent assessments and affords the opportunity for better leveraging of constrained resources.